

---

## **OLR Bill Analysis**

**HB 5264**

### ***AN ACT REQUIRING REFUNDS FOR DAMAGED AND DEFECTIVE GOODS.***

#### **SUMMARY:**

This bill requires anyone who does business within the state to accept returned goods and issue a full cash or credit refund to the person returning the goods. These goods must be (1) damaged or not functioning properly at the time of purchase and (2) returned within two business days after purchase. The bill does not establish a penalty for violations.

EFFECTIVE DATE: January 1, 2014

#### **BACKGROUND**

##### ***Retail Return Policy***

The law requires retailers to accept returned goods and issue the individual returning the goods either a cash or credit refund, provided that the return is made in a manner consistent with and within the store's return policy.

#### **COMMITTEE ACTION**

General Law Committee

Joint Favorable

Yea 12      Nay 6      (03/12/2013)